

ITIL® (VERSION 5) STRATEGY – INCLUDING EXAM

Course Code: 831024

This module equips candidates to act with clarity and confidence by aligning technology investments with business strategy and outcomes, in line with ITIL® guidance. It helps ensure that digital products and services deliver measurable value while embedding a culture of trust, agility, and continual value co-creation in a rapidly evolving environment.

The courseware and exam are currently only available in English.

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What You'll Learn

After you complete this course, you will be able to:

- Ensure strategic capabilities are fit for purpose and support the organization's vision and mission.
- Formalize and develop existing strategic capabilities with clearer governance and communication.
- Improve the performance of key parts of the Service Value System (SVS), particularly governance, while considering all four dimensions of service management.
- Provide clarity and confidence to make balanced, sustainable decisions while maintaining focus on purpose and values.

Who Needs to Attend

This course is aimed at:

- Leaders with strategic responsibility at all levels of the organization.
- Professionals with tactical responsibility for implementing strategy.
- Professionals with operational responsibility for supporting strategic objectives.

Prerequisites

The candidate must have passed one of the below certifications:

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CLASSROOM LIVE

\$2,395 USD

3 Day

Classroom Live Outline

Module 1: Key ITIL® terms and definitions

- 1.1 Key concepts of ITIL®
- 1.2 Key concepts of ITIL® Strategy
- 1.3 Strategy across the ITIL® Four Dimensions

Module 2: The ITIL® Strategy Management Model

- 2.1 Introduction to the ITIL® Strategy Management Model
- 2.2 Strategy development
- 2.3 Strategy implementation
- 2.4 Sustainable strategy management

Module 3: Strategic capabilities

- 3.1 Leadership
- 3.2 Communication
- 3.3 Innovation
- 3.4 AI governance
- 3.5 Organizational Change Management (OCM)
- 3.6 Digital ethics
- 3.7 Complexity thinking
- 3.8 Portfolio management
- 3.9 Risk management
- 3.10 Sustainability

Module 4: ITIL® and other frameworks

- 4.1 ITIL® and DevOps
- 4.2 ITIL® and PRINCE2

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VIRTUAL CLASSROOM LIVE

\$2,395 USD

3 Day

Virtual Classroom Live Outline

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Jun 22 - 24, 2026 | 8:30 AM - 4:30 PM EDT

Aug 17 - 19, 2026 | 8:30 AM - 4:30 PM EDT

Oct 26 - 28, 2026 | 8:30 AM - 4:30 PM EDT

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Date created: 5/25/2026 4:07:57 PM

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